



THE CITIZENS' ADVOCATE OFFICE
"Promoting Fairness and Efficiency in Public Administration"
Lexington-Fayette Urban County Government
"The Horse Capital of the World"

3rd Quarter Summary Report

During the 3rd quarter of 2012, a total of 52 citizen contacts were received in the Citizens' Advocate Office. Citizen contacts consist of three types:

1. Requests for assistance
2. Requests for information
3. Complaints expressing a grievance against the Lexington-Fayette Urban County Government, its officers, agents or employees.

Table 1 on page 2 of this report summarizes the total number and type of citizen contacts for each council district. Table 2 on page 3 breaks the citizen contacts down by council district and the department or departments involved. Please note that the total number of contacts for departments exceeds the total number of contacts received by the Citizens' Advocate Office. This is because some contact issues may concern more than one department.

In Chart 1 on page 3 you will find a running total of contacts for calendar year 2012 as compared to the total number of contacts for calendar year 2011 and Chart 2 on page 4 summarizes the number of cases closed within fifteen working days of the citizens' contact, the number of cases that took more than fifteen working days to complete, and the number of cases carried over until the next quarter.

A JOB WELL DONE

It is the responsibility of the Citizens' Advocate to point out the abuses or irregularities of divisions, departments or employees of the Urban county Government. However, I feel that the Citizens' Advocate should also point out situations when divisions, departments or employees are doing something right. During the 3rd quarter of 2012, two complaints by citizens garnered responses by divisions that lead me to say "Job Well Done". First, a citizen complained that he did not feel that Planning had made the adequate notifications regarding a zone change. When I contacted the Division of Planning, they put together in a very timely manner a step-by-step timeline of the process they followed showing what notices were required to be made, when they were made and to whom the notices were sent. This information allowed me to clearly see that the Division of Planning had committed no abuses or irregularities with the process they followed during the zone change in question.

The second complaint was from a citizen who was upset about development and building issues in her neighborhood such as trash, debris and weeds. A Code Enforcement Officer was sent to check on these issues, but the citizen felt that more could have been done and that the officer had not taken the issues seriously. I contacted Code Enforcement concerning this and before I had completed my investigation, a supervisor from Code Enforcement asked to speak to me. We met, and the supervisor informed me that he had investigated the incident, he showed me what he found, and informed me that the Code Enforcement Officer had not correctly followed procedures and acted in the way they expected their officers to conduct their investigations. Code Enforcement responded in a proactive manner to a citizen's complaint and made the necessary corrections. This proactive approach is to be commended.

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SUCCESS STORY

During the 3rd. Quarter, a citizen called to say that her car had been towed and that she felt it had been towed inappropriately. She stated that she was out of town when her car was towed and that by the time she came back, she didn't have enough money (\$600+) to get her car out of impoundment. She also stated that even if she did have the money, she felt like she should not have to pay because her car should not have been towed.

After working with police and Bluegrass Towing, it was found that Bluegrass Towing had towed the citizen's car because of a complaint from an apartment building manager saying that the car was on their property. However, it was determined that the car was parked on public right-of-way and police had not tagged the car or requested that it be towed. Because the car had been wrongly towed, Bluegrass Towing released the car to the owner and waived the fee.

Table 1

3rd Quarter Citizen Contact Types

DISTRICT	Assistance	Complaint	Informational	Grand Total
1	3	2		5
2	5	2	1	8
3		3	2	5
4		1		1
5	1			1
6		1		1
7	2	2		4
8		2		2
9	1	2		3
10		2		2
11		1		1
12		2		2
At-Large	4	3	10	17
Grand Total	16	23	13	52

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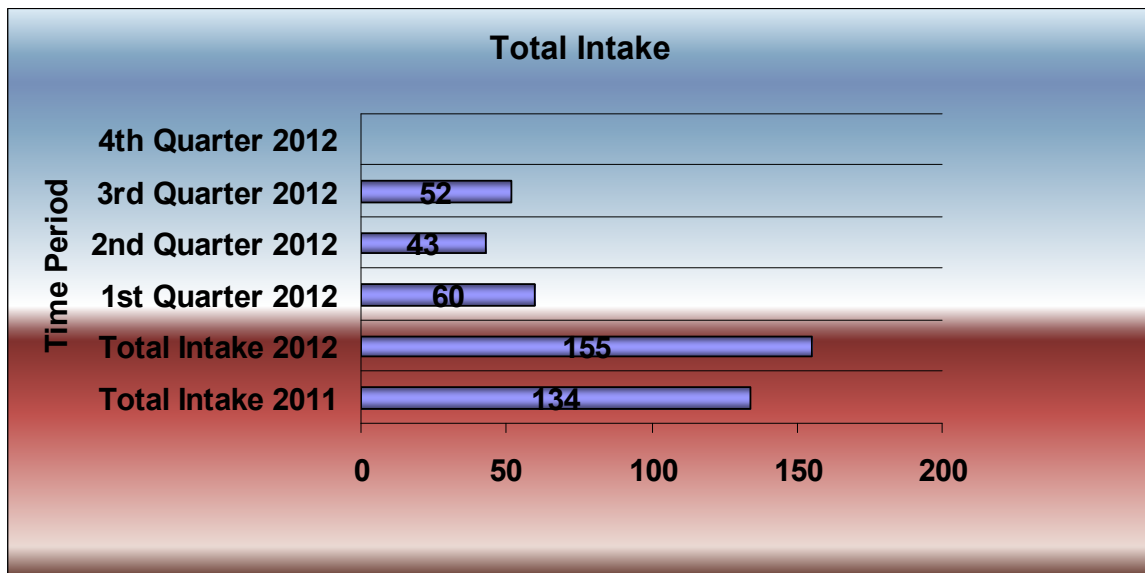
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Table 2

3rd Quarter—Number of Citizen Contacts Received Within a Council District

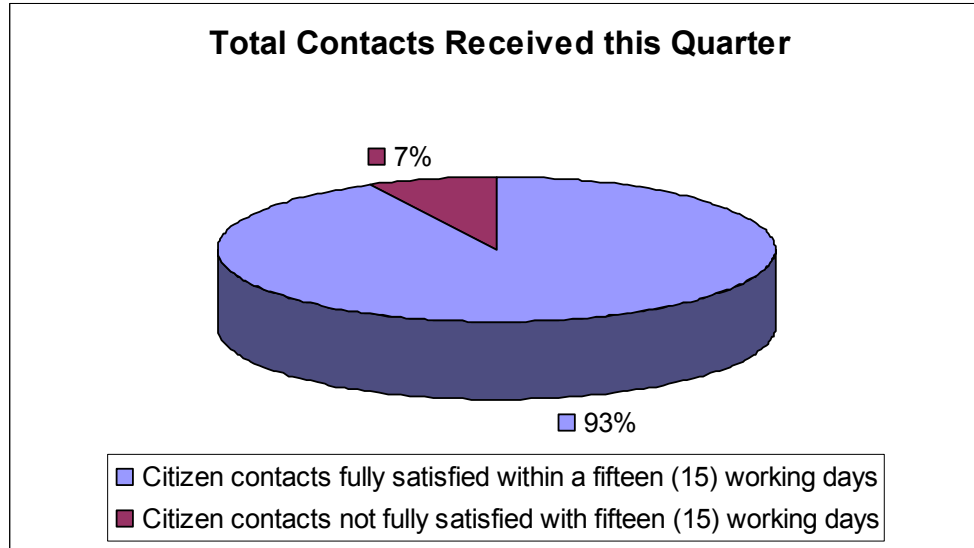
DISTRICT	CAO	Council Office	Environmental Quality and Public Works	General Services	Lexington Law	Parking Authority	Mayor's Office	Outside Agency	Planning	Public Safety	Social Services	Grand Total
1	1							2		3	1	7
2			3					3		6		12
3		1	1	1				2		2		7
4						1				1		2
5										1		1
6				1								1
7			1				1			1	2	5
8		1			1					2		3
9					1				1	3		4
10			2					2				4
11									1			1
12			1	1	1					1		4
At-Large			1		1			12	1	3	2	20
Grand Total	1	2	9	3	4	1	1	21	3	23	5	71

Chart 1



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Chart 2



TO CONTACT THE CITIZENS' ADVOCATE

Citizens' Advocate: Penny McFadden

Write: Office of the Citizens' Advocate, Lexington-Fayette Urban County Government,
200 East Main Street Room 441, Lexington, KY 40507

Telephone: (859) 258-3230

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In Person: For Appointment (859) 258-3230

Walk-ins: Available anytime during business hours

Web page: www.lexingtonky.gov

Email: citadv@lexingtonky.gov

Office Hours:

Monday, Wednesday, Thursday and Friday

(9:00 am to 1:00 pm);

Tuesday

(1:00 pm to 5:00 pm)